



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

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October 10, 2013

SENT VIA ELECTRONIC MAIL AND REGULAR MAIL:

Luly E. Massaro
Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, Rhode Island 02888

RE: Henry Shelton Act: LIHEAP Enhancement Plan Rates – PUC Docket 4290

Dear Ms. Massaro:

The Rhode Island Office of Energy Resources hereby files its responses to the Commission's First Set of Data Requests Directed to the Office Of Energy Resources (Issued October 9, 2013). The original and ten (10) copies are enclosed.

Sincerely,


Frederick W. Stolle, Esq.

FWS/njr

Enclosure

c. Distribution to attached service list

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

PUBLIC UTILITIES COMMISSION

IN RE: OFFICE OF ENERGY RESOURCES :
PROPOSED LIHEAP ENHANCEMENT CHARGE : DOCKET NO. 4290
FOR CALENDAR YEAR 2014

COMMISSION'S FIRST SET OF DATA REQUESTS
DIRECTED TO THE OFFICE OF ENERGY RESOURCES
(Issued October 9, 2013)

- 1-1. As part of its review of the 2013 LIHEAP Enhancement Charge, the Commission inquired about the qualification process for customers during non-winter months. In its response to the Commission's data request, on November 8, 2012, OER responded that it had "awarded a \$450,000 contract to Hancock Systems, Inc. to develop a robust software solution for use commencing in 2013." Please explain whether this software has performed as expected and whether it has provided a mechanism to streamline the LIHEAP application and eligibility process, both for compliance with the Henry Shelton Act and annual LIHEAP applications.

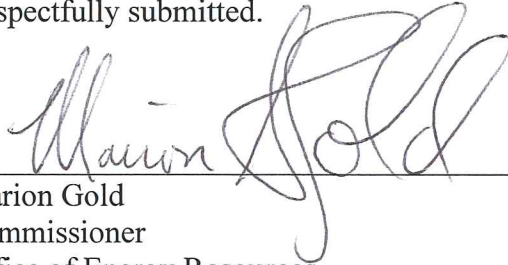
Answer: The software solution (Hancock System, Inc.) is performing better than expected. The eligibility process is currently creating a data base for participants for multi-year usage and the data base is streamlining the decision time regarding home energy assistance. The software has decreased the application input time and populates the data base efficiently. Hancock has recently been asked to work on enhancements / updates to make the software even more data input friendly to make the processing time faster. The Henry Shelton Act and the LIHEAP application process is exactly the same so both programs have benefited from the new software system.

- 1-2. Has the implementation of the Hancock Systems, Inc. software discussed in Data Request 1-1, above, reduced delays in processing LIHEAP applications?

Answer: Yes, the process has reduced eligibility determination time. And, as many participants apply in subsequent years, the data base being constructed will continue to make the process more efficient. After this current LIHEAP season (2014), the

department anticipates have reporting data as a result of the enhancement/updates currently being developed/installed so that the process can be objectively analyzed.

Respectfully submitted.



Marion Gold
Commissioner
Office of Energy Resources
One Capitol Hill, 4th Floor
Providence, RI 02908



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**Docket No. 4290 – Office of Energy Resources – LIHEAP Enhancement
Charge Filing Service List updated 10/8/13**

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